Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Public Service Commission	4 2	4 2
Customer Company Total	4 2	4 2

Public Service Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Public Service Commission	4 0	4 0
Customer Company Total	4 0	4 0

Public Service Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**	
	Low	**ATTIR Total**
Public Service Commission	4 0.08	4 0.08
Customer Company Total	4 0.08	4 0.08

Public Service Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Public Service Commission	4 0	4 0
Customer Company Total	4 0	4 0

Public Service Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
Customer Company	**Low**	**ATTR Total**
Public Service Commission	4 0.65	4 0.65
Customer Company Total	4 0.65	4 0.65

Public Service Commission

Detail

INC000000256656	Julie Orchard	Application	Reporting	None			TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Public Service Commission	Low	Closed		TTR Missed: No	TTR:	0.19
INC000000259814	Ric Campbell	Application	Password	Utah Master Directory			TIR Missed: No	TIR:	0.32
	Help Desk	Eileen Dubach	Public Service Commission	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000264450	Sheri Bintz	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Public Service Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000264479	Trixie Behr	Network	Performance	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Hosting	Keith Scholl	Public Service Commission	Low	Resolved		TTR Missed: No	TTR:	2.09